
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Site Technician I & II** jobs. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. BUILDING TRADES**(16 Questions)**

Employees in these jobs must be knowledgeable of building repair and construction in order to perform tasks such as carpentry, masonry, plumbing, electrical, painting, and preventative maintenance. Test question topics include:

- Using nails, screws and other fasteners;
- Troubleshooting electrical problems;
- Repairing flush toilets;
- Painting techniques;
- Using a variety of tools (e.g., level, square, hacksaw, wrenches, electric drill, welding torch, etc.).

II. EQUIPMENT OPERATION & MAINTENANCE**(10 Questions)**

Employees in these jobs must be able to operate a variety of equipment in performing ground maintenance work such as lawn mowers, chain saws, tractors, and trucks. An employee is also responsible for keeping equipment safe, clean, and in proper working order by conducting preventive maintenance and performing minor repairs. Test question topics include:

- Operating and maintaining lawn mowers and tractors;
- Troubleshooting lawn and garden equipment problems (e.g., two and four-cycle lawn mowers, front loaders, tractors, chain saws, etc.);
- Safe use of lawn and garden equipment;
- Loading and unloading tractors to and from trailers.

III. GROUNDS MAINTENANCE**(12 Questions)**

Employees in these jobs must be knowledgeable of techniques used to keep lawns, plants, shrubs and trees healthy and orderly in appearance. Employees are responsible for tasks such as raking leaves, mowing grass, maintaining and improving grounds, planting, fertilizing and applying pesticides to trees, shrubs, flowers, and grass. Test question topics include:

- Proper lawn seeding procedures;
- Transplanting plants and shrubs;
- Differences between annuals and perennials;
- Tree pruning techniques;
- Lawn cutting, fertilizing, and maintenance.

IV. JANITORIAL PRACTICES

(10 Questions)

Employees in these jobs are responsible for keeping the buildings clean, safe and in good repair. Test question topics include:

- Storing cleaning chemicals and materials;
- Cleaning public restrooms;
- Sweeping, moping and waxing floors.

V. SAFETY PRACTICES

(14 Questions)

This job requires workers to use hazardous chemicals, lift and carry heavy objects, and operate and maintain various tools and machinery. It is essential for employees to be knowledgeable of the proper safety practices required by the job in order to maintain a safe working and public use environment. Test question topics include:

- Proper use of personal protective and safety equipment;
- Safe use of chemicals and solvents;
- Safe tree trimming and pruning practices;
- Safe operation of various power and hand tools;
- Basic workshop safety practices.

VI. WORK ETHICS

(12 Questions)

To be a successful employee, the person employed in this job must have a good working relationship with both coworkers and the public. Employees often come in contact with the public at state parks, recreation areas and on historic sites. Therefore, they must exhibit courtesy and helpfulness in order to make the best possible impression on the public. Employees are also expected to conduct themselves in an ethical manner and provide leadership to seasonal employees and volunteers so that the site is effectively and safely maintained. This exam section tests your ability to apply ethical work and leadership principles on the job. Test question topics include:

- How to effectively handle complaints received from the public;
- Methods used to promote a favorable public impression of the agency;
- How to effectively respond to questions posed by the public;
- Delegation of tasks to other employees;
- Ethical uses of job time and materials.